



# Administrative Report

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H.19., File # 23-6808

Meeting Date: 9/19/2023

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**To:** MAYOR AND CITY COUNCIL

**From:** ELEANOR MANZANO, CITY CLERK; JOE HOFFMAN, CHIEF OF POLICE; MIKE COOK, INFORMATION TECHNOLOGY DIRECTOR; SEAN SCULLY, ACTING COMMUNITY DEVELOPMENT DIRECTOR

## **TITLE**

APPROVE AN AGREEMENT WITH COMPLETE PAPERLESS SOLUTIONS, A CALIFORNIA LIMITED LIABILITY COMPANY (CPS) FOR LASERFICHE SOFTWARE SUBSCRIPTION LICENSE AND SUPPORT SERVICES FOR A THREE-YEAR TOTAL AMOUNT NOT TO EXCEED \$207,874 AND THE TERM OCTOBER 1, 2023 THROUGH SEPTEMBER 31, 2026

## **EXECUTIVE SUMMARY**

The City has utilized the Laserfiche system for over twenty years for enterprise management of public documents for the City Clerk's Office and confidential documents for the Police Department. The proposed Agreement will upgrade the City's Laserfiche services and provide additional user licenses to the City. The annual subscription license fee is \$43,484 for the first year, and \$54,420 for the second and third years, for a 3-year total cost of \$152,324. The cost of the annual subscription will be distributed across the Police (\$78,259) and City Clerk (\$74,064.80) Department budgets. The Agreement also includes a one-time cost of \$55,550 for a scanning project in the Building Services Division. The total not to exceed amount of the agreement, inclusive of subscription and scanning fees, is \$207,874.

## **BACKGROUND**

The Laserfiche system is maintained by the City Clerk's Office, Information Technology Department, and Police Department and provides online public access to official City records, stores confidential documents, and allows for electronic imaged documents to be sent via e-mail within the City and to the public. The three-year subscription license offered by CPS includes all software updates, onsite repair, onsite training assistance, and remote telephone help desk access software to support the upgraded Laserfiche system which will be used to support the City's current record retention schedule.

The system upgrade will also boost the overall license count allowing for more concurrent users to access Laserfiche. It is hoped this enhancement will limit error messages experienced by the public and staff during high-traffic periods, such as budget season. During this time, multiple internal and external users have reported delayed system access due to insufficient license counts which required intervention from IT staff to purge dormant connections multiple times per day. The City currently has 50 Laserfiche licenses but will increase to 38 business users and 90 participant users. The increased number of licenses will also have the benefit of positioning the Building Services Division to effectively handle their transition to the new online permitting system.

The Police Department uses audit and workflow components of the Laserfiche system to manage the automatic distribution of crime reports to investigators and other authorized personnel.

On January 3<sup>rd</sup>, 2023, the City Council approved the retention schedule which specifically listed that certain City Hall records may serve as the “official” record however, in order to do so, the City must attain an unalterable media (Trust System subscription) that conforms with Government Code Section 34090 requirements. Adding this function results in an additional cost of \$21,892 over the three-year period, which includes a \$1,600 one-time installation cost.

On June 6, 2023, the City Council approved a second amendment to the Agreement with CPS allowing the Building Services Division to scan thousands of physical records stored at City Hall vaults into an indexed electronic format for storage in Laserfiche. This will facilitate quicker location of appropriate records and ensure timely distribution of these records to the public upon request. The proposed Agreement includes \$55,550 for additional scanning services to continue these efforts.

The total not to exceed cost of the updated subscription, inclusive of additional licenses and one-time scanning services, is \$207,874.

#### **COORDINATION**

The City Clerk’s Office coordinated preparation of the Agreement with the City Attorney’s Office, Information Technology Department, Police Department and the Building Division of the Community Development Department.

#### **FISCAL IMPACT**

The City Clerk’s Office and Police Department annual operating budgets include \$43,484 of funding for Laserfiche software, maintenance, and professional services (\$21,072 in the Police Department and \$22,412 in the City Clerk’s Office). The Community Development Department maintains a Plan Retention Deposit Account that is funded by permit fees dedicated to planning and building records retention that will used to cover the \$55,550 of anticipated scanning costs. The Laserfiche expenses for years two and three of the agreement will be included in future operating budgets.

#### **APPROVED BY:**

*Mike Witzansky, City Manager*

#### **ATTACHMENTS**

- Agmt - Complete Paperless Solutions with Quotes
- Insurance - Complete Paperless Solutions